

MINUTES OF THE
MAG 911 OVERSIGHT TEAM MEETING

May 25, 2000
MAG Office Building, Palo Verde Room
Phoenix, Arizona

MEMBERS ATTENDING

Harry Beck, Phoenix Fire Department,
Chairman
Jim Gibson, Glendale Fire Department
Shelly Bunn, Maricopa County Sheriff's Office
Dennis L. Donna, Mesa Police Department
*Mike Fusco, Peoria Fire Department

Gerd Kurtenbach, Phoenix Police Department
Steve Garrett for Helen Gandara-Zavala,
Scottsdale Police Department
Cliff Jones, Tempe Fire Department
Lawrence Rodriguez, Tolleson Police
Department

*Those members neither present nor represented by proxy.

OTHERS PRESENT

Larry Beauchat, ADOA
Valerie Day, MAG
Mary Dysinger-Franklin, Phoenix Fire Dept.
Barbara Jaeger, ADOA

Heidi Pahl, MAG
Fred Ruhland, Mesa Police Department
Jim Wortham, Phoenix Fire Department

1. Call to Order

The meeting was called to order by Chairman Harry Beck at 2:08 p.m.

Chairman Beck stated that the Oversight had two new members, Chief Lawrence Rodriguez from Tolleson Police Department, and Chief Mike Fusco from Peoria Fire Department.

2. Approval of the March 2, 2000 Meeting Minutes

Chairman Beck asked if members had any changes to the minutes. Hearing none, he asked for a motion to approve.

Gerd Kurtenbach moved, Shelly Bunn seconded, and it was unanimously carried to approve the minutes of the March 2, 2000 MAG 911 Oversight Team meeting, as written.

3. FY 2000 and FY 2001 Budget Amendments

Mary Dysinger-Franklin stated that the budget amendments to FY 2000 include \$50,000 for Tempe Police for a Meridian environment. She noted that this was an approximate figure. Ft. McDowell Tribal Police requested a CTI based phone and MIS package for \$125,000. She mentioned that their request was previously approved for \$64,000. Ms. Dysinger-Franklin explained the FY 2000

amendment for Maricopa County Sheriff's Office. They had been approved for 5 positions but discovered that their phone sets are manufacturer discontinued. An amendment to upgrade was requested instead of spending money on equipment that will need to be changed. Ms. Dysinger Franklin stated they will need the CTI phones and MIS package which will require an additional \$955,000. For FY 2001, Chandler Police requested Vesta equipment and MIS package for \$263,000. They are operating at full capacity with their 30 butt on phones and will need additional lines by spring of 2001 to accommodate new fire and police facilities expansion. Ms. Dysinger-Franklin stated that, in order to receive the equipment sooner, they are requesting the equipment through their city budget process . She said that if the budget amendment is approved, they could be reimbursed for the equipment in the FY 2001 budget.

Ms. Dysinger-Franklin stated that Mesa Police requested reimbursement for \$537,000. She explained that Mesa had previously purchased a Vesta system when the State was not funding CTI. CTI is now funded by the State, so the City is requesting reimbursement. Shelly Bunn asked for clarification of the reimbursement process. Ms. Dysinger-Franklin stated that reimbursements have been given in the past. She gave an example of a previous reimbursement to the Town of Gilbert. Ms. Bunn asked if the Technical Subcommittee had made a recommendation. Ms. Dysinger-Franklin replied that the subcommittee had recommended approval of all requests, but had one no vote on the Mesa request.

Dennis Donna read a statement that he submitted for the record. He stated that Mesa has requested that a budget amendment be considered in FY 2000-2001. In the next budget year, several agencies have requested funding for their CTI systems. Those requests appear to be for the full cost of their systems. He stated that ensuring all jurisdictions receive their fair share of the monies allocated to emergency telecommunication services is not an easy task. Mr. Donna stated that future considerations of wireless services are pressing. CTI systems are costly. That cost could have a significant impact on the funds available to serve all jurisdictions. He indicated that the Oversight Team may soon become an advocate for additional funding sources for 911 services. Mr. Donna stated that between November 1998 and March 2000, Mesa completed installation of its system. During that time, MAG and the State began considering funding of CTI systems. In December 1999, Yuma's CTI was funded. Mr. Donna stated that the PSAP Managers have seen that CTI is an effective way to improve 911 services and city governments have supported their reasoning by funding these systems. Mr. Donna stated that although Mesa received a commitment for reimbursement of a small percentage of its CTI costs, the City feels that the full cost needs to be considered. He indicated that this is justified by the timing of Mesa's installation and the many issues that prevented full consideration of the cost of Mesa's system. Mr. Donna stated that Mesa only wishes consideration of the full cost of its system by the Oversight Team and the State Administrator.

Chairman Beck asked if there was further discussion. Hearing none, he asked for a motion. Gerd Kurtenbach moved to recommend approval of the budget amendments to FY 2000 and FY 2001. FY 2000: Tempe Police -approximately \$50,000, Ft. McDowell Tribal Police - \$125,000, Maricopa County Sheriff's Office - \$1,000,000. FY 2001: Chandler Police - \$263,000, Mesa Police - \$537,000. Dennis Donna seconded, and the motion carried unanimously.

4. FY 2002 MAG PSAP Equipment Funding Request

Ms. Dysinger-Franklin stated that the Department of Administration requested that the PSAP equipment funding request be submitted by August 1, 2000, instead of the usual December 15th deadline. She indicated that the submittal date was changed to coordinate funding requests better with the Legislative session. Ms. Dysinger-Franklin stated that funding requests will probably be in excess of funding granted by ADOA. She commented that additional requests for CTI systems are anticipated. Currently, approximately half of the PSAPs have CTI systems. Ms. Dysinger-Franklin indicated that priorities may have to be established for 2002.

Jim Wortham expressed concern for adequate funding being available to keep up with growth. He stated that the Oversight Team may be called upon for input to the Legislature. Chairman Beck noted that funding requirements could be an item for discussion at a future Oversight meeting. He stated that it is important that needs be met since funding could be limited. Mr. Wortham stated that funding was a part of the State study to be discussed in agenda item #9. Chairman Beck stated that the Ad Hoc group is including funding in their 5 year management plan.

Dennis Donna asked about the funding formula. Barbara Jaeger replied that currently, 100 percent of requests are funded. He asked about lowering the amount to 80 percent in case of funding shortage. She commented on the possibility of going to a priority basis for requests in the future, if a funding shortfall were to occur. She indicated that until that happens, the Department would continue to fund as much as possible. Ms. Jaeger stated that many communities do not have the funds to upgrade their systems. She said that 3 positions in a CTI environment cost \$170,000, and peripheral equipment would be funded by individual agencies. Mr. Donna commented on future replacement costs of computer equipment. Ms. Jaeger stated that the network would be the priority. She indicated that upgrading the network would be in the next budget cycle.

Shelly Bunn moved to recommend approval of the FY 2002 MAG PSAP Equipment Funding Request. Gerd Kurtenbach seconded, and the motion carried unanimously.

8. Video Conferencing Opportunities

This agenda item was taken out of order.

Chairman Beck stated that MAG would be implementing a Videoconferencing system. This system has capabilities that could be used for PSAP training, in addition to meeting participation.

Heidi Pahl explained the new MAG Videoconferencing System equipment and capabilities. She handed out an equipment specifications sheet for information. She indicated that system implementation is expected this summer. Ms. Dysinger-Franklin requested a list of the contact site coordinators. Ms. Pahl stated that she would compile a list for the committee. Jim Gibson asked if the system is for MAG use only. Ms. Pahl replied that the system could be used for all city business; however, MAG would cover only the costs associated with MAG business.

5. N-1-1 Update

Jim Wortham stated that consideration of the N-1-1 recommendations by the Management Committee and the Regional Council was continued from the May meetings because of an anticipated federal government announcement of the designation of a 3 digit number for traveler and safety information. In the event of this designation, the committee could come back and discuss their previous recommendations. Mr. Wortham stated that the State has expressed interest in designating 7-1-1 for the hearing impaired. 7-1-1 was set aside for hearing impaired services by the federal government several years ago.

Chairman Beck stated that the greatest concern is protection of the 9-1-1 infrastructure. He indicated that the Committee's N-1-1 recommendations may need to be reassessed and the strategy re-evaluated. Chairman Beck noted that this issue could be discussed at the next meeting

6. MSAG Update

Valerie Day stated that the Regional Council had approved the FY 2001 MAG Unified Planning Work Program and Annual Budget and the member dues and assessments. The assessments include the increased amount needed to fund the recommended MSAG position. Chairman Beck stated that the City's Personnel Department had requested a job description in order to proceed with the hiring of the MSAG. He indicated that a description for a specific MSAG/911 position is desired but not available. Ms. Jaeger stated that she would check with her contacts. She indicated that Minneapolis has an MSAG coordinator and could have a job description, which she would provide to Chairman Beck.

7. Overview of Wireless Phase I and Phase II

Jim Wortham stated that he had sent letters in March 2000 to Airtouch, AT&T, Bell Atlantic, Dobson, Nextel, Sprint PCS, US West Wireless, and Voicestream, and received pricing information from AT&T, Airtouch (now Verizon), and Sprint. Mr. Wortham said the information was forwarded to US West for additional cost and interconnection requirements, and was expecting to hear from them this week. Mr. Wortham mentioned that there are issues related to startup and ongoing implementation. He stated that Phase I would provide wireless site location along with the phone numbers of the calling party. Providers are supposed to have their Phase II implementation solutions by October 1, 2000. Mr. Wortham stated that there are three possible solutions, network, handset or cell site triangulation. Mr. Wortham stated that attempts to determine cost are ongoing. He stated that in some cases, handsets that only dial 9-1-1 are being provided for free to targeted at-risk groups.

Chairman Beck noted that receiving sufficient revenue from wireless is a big issue and difficult to determine when numerous companies are involved. Chairman Beck expressed appreciation for Mr. Wortham's efforts. Ms. Jaeger commented on a pilot program in Tucson. Chairman Beck stated that it is important to know the locations of cell phone calls, not only for dispatch, but for followup on accidental 911 calls. He indicated that a public awareness campaign will be starting soon that will inform the public to stay on the line in case of an inadvertent 911 call. Mr. Kurtenbach stated that entering information not supplied by ALI is time consuming. Ms. Jaeger commented that Pima County was concerned with overwhelming the 911 system. She said they acted to split out ALI and wire line as separate networks.

9. Disaster Recovery Overview

Larry Beauchat from the Arizona Department of Administration provided an overview of a disaster recovery study done for the Maricopa County PSAP system. Mr. Beauchat stated that Maricopa County Flood Control District and Salt River Project, among others, provided information used in the report. Mr. Beauchat stated that the findings from the report could be launched within MAG. He stated that the guidelines would serve as a tool to assist PSAPs by providing them with procedures to follow in the event of a disaster. Mr. Beauchat indicated that the report included an Executive Summary. Chairman Beck stated that the Ad Hoc's 5 year management plan being drafted would deal with disaster recovery. He said that specific County information in the report could be helpful in compiling the management plan. Chairman Beck noted that a response staff will be designated to assist in network recovery.

There being no further business, the meeting was adjourned at 3:10 p.m.